

MICHAEL I HOLDSWORTH LIMITED

JOB DESCRIPTION

Name:

Title: Account Manager

Department: Sales

Accountability: Regional Sales Manager/Sales Director

Definition:

- The role of this job is to open new accounts and build the account base.
- To ensure volume sales across the range of the Company's products to existing customers, thus achieving sales targets and Company profit margins.

Preferred Education:

- Educated to G.C.S.E level standard.

Qualifications/Skills/Experience:

- Selling Skills Training Course or Graduate of Catering College or equivalent courses.
- 2 years Foodservice sales or Food Catering background.
- Good Communication and Presentation Skills.

General Responsibilities:

- It is the duty of all employees to observe the Company's Customer Care objective, which is the delivery of frozen and chilled foods and ambient goods to customers, with regard to the correct products, right quantities, at the right price and at the right time, with a view to profit.
- Note that the Company is an Equal Opportunities Employer.
- You are required to observe the rules set out in the Company's Health & Safety Policy.

Principal Responsibilities:

- You are to be of good health and smart appearance.
- You are to ensure your territory is worked in an efficient and economical manner
- You are responsible for all accounts in your territory.
- You are to develop the business within existing Accounts, i.e New Products, Menu Marketing and Promotions.
- You are to be fully aware and confident of the Company product range and of the pricing structure and discounts.
- You are to plan your journey cycle to give you the most effective coverage to all existing accounts and to give distribution profitable and effective routes .

- Plan and prepare at the end of each day the following day's activities.
 - You are to maintain all equipment and selling tools in good clean order.
 - You are to carry out administration duties as necessary for the performance of your job and as required by the Company
 - You are to ensure all reports, ie. Daily, weekly and monthly, are completed and returned by the due date.
 - You are required to maintain customer history records up to date and include all relevant details.
 - You are to evaluate competitor activity and trading conditions and report back where necessary.

 - You are to maintain a competitor's price file with all up to date price lists and information regarding competitors within your sales area.
 - You are to be in regular contact with the Tele Sales team and build good relations.
- 'TEAMWORK'.

Responsibilities:

- You are to carry out specially requested duties, i.e. Attend exhibitions, act upon requests to investigate customer complaints and attend meetings as required.
- You are to be aware of credit status and liase with the Accounts Department regarding the collection of monies when required.

Quality Responsibilities:

- To ensure that the requirements of B.R.C Global Standards for Food Wholesale, storage & distribution and BS EN ISO 9001:2008 are met and maintained.

Safety:

- To ensure your own and others' safety by following the directives set out in the Company Health & Safety Policy.

Hygiene:

- Promote a high standard of hygiene through examples - all cuts and grazes on exposed skin must be covered by a suitable dressing. If you have an infected wound, a skin infection, sores, diarrhoea or any medical condition such as a stomach upset or vomiting, even though you may feel fit enough to work, it is a requirement of the Company that you notify management before starting your shift/days work.

Supplementary Duties:

- You are required to assist with customer complaints, price list distribution, gifts and awards distribution.
- Collect cash from those customers where the driver was instructed to leave a C.O.D order without receiving payment.

Appraisals:

- Formal Appraisals will be carried out by Senior Management at the 5 month and 10 month stages of employment, and yearly thereafter.

Training:

- Training requirements, recognised from job appraisal or ongoing improvements with the Company, will be given.

This is a description of your duties and responsibilities at the present time, however this is not an exhaustive list and other duties may be required in line with the current and future needs of the business.

I have read, understood and accept this Job Description

Employee Name:

Signature of Employee:

Date:

Signature of Manager:

Date: